

HR SIG March Edition: Too Much Good Stuff for One Corner

While we typically share bit-sized updates from our Special Interest Groups (SIGs) in our SIG Corner portion of the newsletter, there was just too much to share this month. Besides, nobody puts HR in a corner!

This month, the HR SIG explored the best ways to prepare for an ICE or Homeland Security visit, which background check vendors are worth it and which ones to avoid, and what software they are using, if any, that allows employees to swap shifts.

Preparing for an ICE Visit with Confidence and Clarity

Several HR leaders explained why having simple, visual, step-by-step guides for operations teams instills confidence, provides clarity, and ensures they do what's right.

“If you are not on premise, you better make sure your OM is trained in what we just said. We made check sheets and one-page screenshots of what different subpoenas look like... Step 1: Ask for the subpoena. Step 2: Call your HR contact. Step 3: Contact our immigration attorney. It was a direct line.” HR Sig Member

The Value of a Rapid Response Toolkit

Another member described how their legal counsel equipped them with an Employer's Rapid Response Toolkit, which included:

- Scans of actual Homeland Security and District Court documents
- Pocket cards for employees in English and Spanish
- Site-specific contact sheets for the first point of contact
- Clear signage standards identifying “private” areas

One of our SIG members explained how valuable preparation was when they received a visit from the Department of Homeland Security.

“We keep binders at every site. When Homeland Security arrived, the HR lead retrieved the binder and followed the steps. It worked flawlessly... almost like a fire drill. Reviewing it every 90 days keeps everyone sharp.” HR Sig Member

Knowing what to do and preparing together gave them a level of confidence for these situations, but it also gave employees confidence that the company had their back.

“Your employees have a whole other level of concern over this. When we handled it well, it gave them confidence that we do things the right way and that their rights are protected. That mattered just as much as the process.” HR Sig Member

Key Takeaways for HR Leaders

- Develop and maintain site-specific ICE/HSI response binders

- Train non-HR leaders on the protocol
- Do internal self-reviews
- Reinforce with employees that the company follows legal processes and protects their rights
- Treat the process as both a compliance practice and a trust-building opportunity

For companies facing attrition pressure, members noted that doing things the right way can actually become a retention advantage.

Is Shift-Swapping a Viable Solution for Labor Challenges in Warehousing?

If you aren't familiar, shift-swapping is the practice of allowing employees to trade scheduled shifts with each other without going through a supervisor. Several of our SIG members reported that their HRIS (Human Resource Information Systems) or HRMS (Human Resource Management Systems) already have this feature built in, but very few are utilizing it.

“In a warehouse environment, these aren't waiters. There's a lot more that goes into it. You have to make sure the person swapping can actually do the work.” HR Sig Member

Members acknowledged the competitive pressure from gig-economy jobs that offer immediate flexibility and daily pay.

“If you're a warehouse worker, you can go work for DoorDash or Chick-fil-A and make \$15 an hour. We have to figure out how to be appealing. Part of that is: how do we get flexible?” HR Sig Member

Some members are experimenting with solutions like daily pay to support this need for flexibility, but acknowledged that shift-swapping itself takes careful planning:

“Shift-swapping is something new, and it takes a little planning. You have to build it and establish it. It's a huge lift. We'd all love to be proactive, but in this industry, we're often reactive because of client demands and forecasting.” HR Sig Member

Where shift-swapping goes wrong

Members who have piloted shift-swapping shared several operational challenges:

- Overtime spikes
- Incorrect differential pay when night-shift and day-shift employees swap
- Higher-paid employees taking lower-rate shifts, driving up labor costs
- Payroll system misalignment, creating errors and rework

“It became a nightmare... we ended up with a lot of overtime and cost-containment issues.” HR Sig Member

Several companies ultimately replaced shift-swapping with gig-style fill-ins through platforms that allow them to post short shifts when employees need time off. This approach reduced overtime and kept their schedules stable.

“It ended up being more cost-efficient. And sometimes we even hire those workers permanently.” HR Sig Member

Attracting and retaining labor in warehousing continues to challenge the industry. It’s not just about pay, but about experience. Finding creative ways to improve the employee experience can make all the difference in whether good employees stay or leave.

Background Checks: Which Platforms Win and Which Ones to Avoid

Members compared tools, turnaround times, integrations, and service experiences, creating exactly the kind of peer-driven learning this community values.

What mattered most in a background check provider

- Fast, predictable turnaround times
- Responsive support when issues come up
- Reliable HRIS integration
- Clear communication to candidates
- Consistency across locations

Where background check providers fell short

- Frequent delays
- Systems that create extra manual work
- Poor customer support
- Hidden inefficiencies

What stood out the most was how the conversation allowed members to shortcut years of trial-and-error by learning directly from each other’s lived experience.

What’s on Deck for HR?

In April, SIG members will hear from a benefits expert who shares her the 2026 Market Outlook for benefits. This conversation also moves us one step closer to shaping the agenda for this summer’s [IWLA HR Summit](#).

Encourage your HR leaders to register, or register on their behalf; it’s one of the highest-ROI investments you can make in 2026. For more information on educational offerings, including our in-person events, SIG participation, and online learning, email us at education@iwla.com